



oxford brookes
STUDENTS'
UNION

The Brookes Bus Survey

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Summary

The purpose of the survey was to find out what current users think of the Brookes Bus service, specifically but not exclusively concentrating on the students of Oxford Brookes. The aim was to find out what improvements can be made to the service provided, including timetabling, coverage of alternative routes, etc.

The overall sample of 230 respondents was achieved during the first Semester of Oxford Brookes 2008/09 academic year, using a variety of channels. This represents 1.3% of the overall student body, but since not all students are users of the Brookes Bus, this sample can be deemed statistically significant.

48% of respondents were 1st year students, followed by 43% of students in their 2nd and 3rd year, 7% Postgraduate students, and 2% of non-students. More than half the respondents claimed to use the bus 'almost every day', which shows high level of interest in the quality of service. Most respondents rate the quality of service as 'average', which is closely followed by 'dependant on the time of the day/day of the week', and 'poor' expressing concern for buses not being on time, inappropriate scheduling, and inconsiderate behaviour of the drivers.

Respondents of all demographical backgrounds appear to be interested in having real-time service information available on the main bus stops, while interest in timetabling amendments comes second. Other issues expressed were to do with pricing, routes, noise pollution and a possibility of making the service exclusive to students at peak times. High proportion of respondents also submitted proposals for timetabling according to their needs, which are presented in detail in the report.

Following analysis of the responses, the following actions are recommended:

Drivers

- make sure all drivers work according to a common time, to avoid some buses leaving the stops ahead of schedule;
- monitor performance of the drivers in terms of customer service, particularly emphasizing driving at a speed safe enough for standing passengers.

Timetabling

- provide real-time service information on the main bus stops;
- evaluate the possibility of providing a higher number of buses in the mornings, evenings, and at night;
- revise the timetable to fit the needs of students as expressed in the analysis, depending on availability of additional buses.

Bus Operation

- consider reducing the price of the service;
- make buses exclusive to students or even just bus pass holders at peak times;
- consider implementing the 'Oyster card'-like system;
- allow airplay at a moderate volume during most of the term and turn it off completely in the final weeks of the term;
- keep the yearly bus passes complimentary for 1st year students as before.

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Methodology

The purpose of the survey was to find out what current users think of the Brookes Bus service, specifically but not exclusively concentrating on the students of Oxford Brookes. The aim was to find out what improvements can be made to the service provided, including timetabling, coverage of alternative routes, etc. The survey is intended to provide a student opinion on the issue and inform planning process for the new academic year. It is hoped that the detail supplied will be taken into account by the University Site Services and the Oxford Bus Company.

The survey was initially planned to run between weeks 2 and 10 of the 1st term of Oxford Brookes (22 Sep – 30 November 2008) however was extended until the end of the term (21 December 2008) to allow for additional responses.

The survey was distributed by using a number of channels: student reps were involved, covering all campuses. Satellite campuses were specifically targeted during the morning lectures to fill in the hard copies of the questionnaire. Soft copies of the questionnaire were administered using the [surveymonkey.com](http://www.surveymonkey.com) website and were publicised through Facebook, thesu.com and the Sauce newsletter of the Students' Union.

The first question 'Have you ever used Brookes Bus service?' aimed to filter out the non-users of the bus from completing the survey. This was particularly effective if it was completed online, as it did not permit those who answered negatively to proceed with the research questionnaire.

Questions 2 and 3 were used to identify the demographics of respondents and their levels of service usage. This drew on whether they were a student, or not and what their level of study was. This allowed the researchers to determine whether the respondents lived in halls and, therefore, whether they were currently in possession of a free year pass. The usage levels of the bus would show students' reliance on the service and should be analysed in conjunction with the 2nd question.

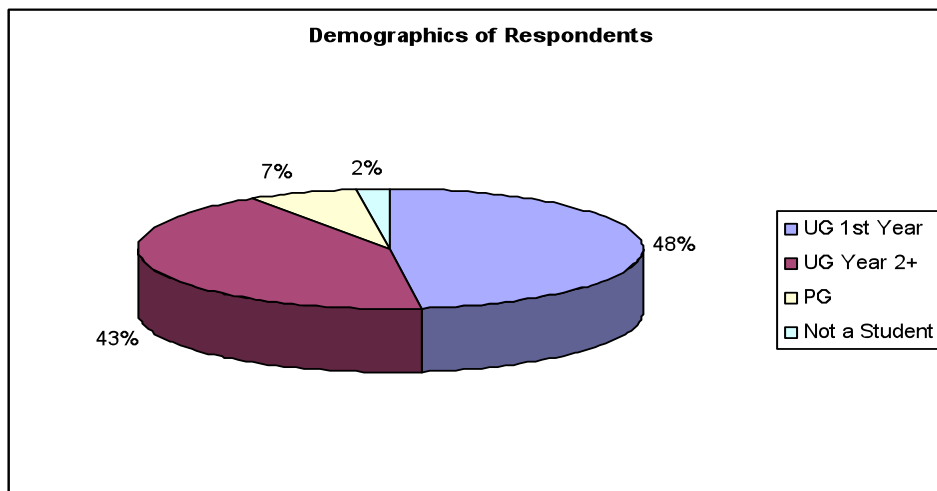
Questions 4 to 6 explored the perceived level of service of the Brookes Bus, allowing an option to state the area of any issues students could have faced along with an opportunity to submit further detail in a comment box.

Question 7 stated realistic changes that can be made to the Brookes Bus services and allowed students to choose which of them would be of most use. In question 8 students were able to provide further realistic suggestions for the improvements to the service. Question 9 explored this, particularly in the area of timetabling.

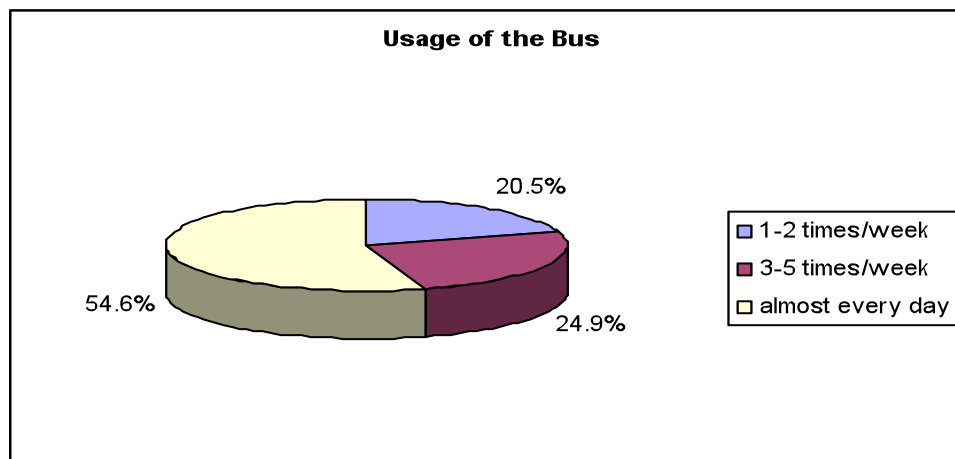
Analysis

The overall sample of responses was 230, using all channels described in the methodology. This represented 1.3% of the overall student body, but since not all students are users of the Brookes Bus, this sample can be deemed statistically significant.

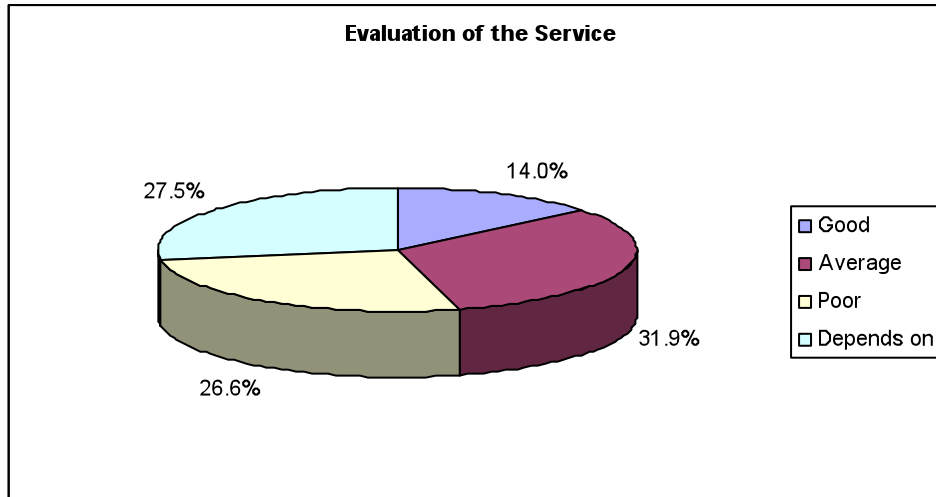
There was a disproportionately high amount of replies from 1st year students (probably because they are more likely to use the bus, due to free availability of the pass) and relatively low response rates from postgraduates. This can be linked to postgraduate students being more likely to study part-time, live outside Oxford, and traditionally have less involvement with the Students' Union.



More than half the respondents use the bus 'almost every day', which shows that the survey was completed by those with high level of interest in the quality of service. Detailed figures of the usage levels of the Brookes Bus among the respondents are presented below:



Most respondents rate the quality of service as 'average', which is closely followed by 'dependant on the time of the day/day of the week', and 'poor'.



This clearly shows high levels of concern for the service and when offered to provide further feedback the main areas of dissatisfaction were allocated as follows:

- Buses not arriving on time – 44 %
- Bus Schedule - 25.4 %
- Pricing – 10.9%
- Other – 10.1%
- Driver’s Actions - 9.6%

It has to be noted that this question allowed for multiple answers. When exploring ‘other’ and the next question asking for specific incidents (check Appendix 2 for full answers), findings can be grouped into the following areas.

The most common complaint was to do with buses not being on time and arriving already full in the busy times of the day, particularly mornings and evenings. Buses leaving the stops ahead of schedule was also a common issue with cases of missed lectures, and even flights frequently mentioned.

There were repeated comments on driver behaviour, mentioning shutting the doors right in front of the potential passenger, driving too fast and breaking harshly (particularly dangerous for standing and disabled passengers), and on some occasions not picking up students at bus stops when hailed.

Noise pollution was also a recurring theme, with complaints about loud radio play and/or engine noise. Although some respondents preferred the lively environment radio provides, others were annoyed as it did not allow them to concentrate on academic work. Perhaps, the middle ground would be playing the radio at moderate volume to allow for a combination of different activities and turning it off completely in the final weeks of the term.

There were also concerns expressed about the route of the current bus service - e.g. connection to Headley Way is not effective.

The next question provided a set of improvements that can be made to the service and asked to identify which of them would be useful for the respondent. The question allowed for multiple responses and the opinion formed in this way:

1. Availability of real-time service information on the main bus stops
2. Changes in the timetabling according to my needs
3. Brookes Bus stopping outside the SU at night

4. None of the above
5. Yearly bus pass becoming optional with the 1st year accommodation

Considering that 48% of respondents were 1st year students, demand for the yearly bus passes to become optional with 1st year accommodation is not significant.

However, respondents of all demographical backgrounds appear to be interested in having real-time service information available on the main bus stops, and it is deemed a more significant change than any timetabling amendments.

The next question asked for any additional realistic suggestions that users might have for the Brookes Bus service. The key idea brought up was once again to do with the need for more buses and more frequent service. Understandably, this concern is hard to address without fundamentally changing the expenditure on the service, however respondents that provided more specific requirements often mentioned the need for a more regular night service.

A number of respondents, who have previously experienced full buses passing right past them, came up with the idea of making buses exclusive to students or even just bus pass holders at peak times. It was felt that buses are often used by the local residents and in the case the need to make a lecture or deadline on time, priority should be given to students.

Another common request was to reduce the price of the service, as although respondents realise relevant environmental concerns, they choose car travel as it appears to be cheaper.

The need for air con and the 'Oyster card'-like system were also frequently mentioned. There was already profound interest in taking Wheatley Village off the U1 route, however not enough non-students have completed the survey to portray their thoughts on the proposed change.

Last question allowed student to make suggestions about better timetabling based on their needs. Key findings are as follows:

U1 Service Suggestions

Towards Harcourt Hill

- From Gipsy Lane - two buses at 8.15am
- From Gipsy Lane at 15:15, 16.10, 16:18
- From Castle Street at 8:20am
- From Wheatley Campus at 8.15am, 8.20am, 6:15pm

Towards Wheatley

- From Gipsy Lane at 7.45am, 7.50 am, 8.15am, 8.30am, 9am, 8.08, 8.22 and 8.36 am, 9.15 and 1pm
- From town at 2am, 8am
- From Warnerford at 8.30am

- From Headington Shops at 8:30, 8:40 and 8:45am
- From St. Clements at 8am, 8.20am
- From Rail Station at 7.30am

U5 Service Suggestions

- From Crescent Hall towards town at 7.30am
- From Magdalene road towards Headington campus at 8.30am
- From the first stop on Headley way towards Gipsy Lane at 8.45am
- From Crescent Hall towards Gipsy Lane at 09h15, 09h30, 09h45am
- From Gipsy Lane to Wheatley at 8.25am
- From Cowley Road towards Wheatley at 1153 and 1553
- From town towards Cherwell Drive at 02:15am on a Monday, Wednesday and Friday
- From Hollow Way towards Wheatley at 12.30pm
- From Crescent towards Wheatley at 12.00

Recommendations

Following analysis of the responses, below are the recommendations respondents are interested in seeing implemented:

Drivers

- make sure all drivers work according to a common time, to avoid some buses leaving the stops ahead of schedule;
- monitor performance of the drivers in terms of customer service, particularly emphasizing driving at a speed safe enough for standing passengers.

Timetabling

- provide real-time service information on the main bus stops;
- evaluate the possibility of providing a higher number of buses in the mornings, evenings, and at night;
- revise the timetable to fit the needs of students as expressed in the analysis depending on availability of additional buses.

Bus Operation

- consider reducing the price of the service;
- make buses exclusive to students or even just bus pass holders at peak times;
- consider implementing the 'Oyster card'-like system;
- allow airplay at a moderate volume during most of the term and turn it off completely in the final weeks of the term;
- keep the yearly bus passes complimentary for 1st year students as before.

Appendix 1 –Questionnaire

The Brookes Bus Survey

This survey is being administered by Oxford Brookes Students' Union in collaboration with Oxford Brookes University. It is aimed to research the experiences of Brookes Bus users and gather feedback on the service. The data will be analysed and realistic suggestions will be consequently implemented. If you have any questions about this survey or further feedback please contact Di Caplinska on obsu.cdc@brookes.ac.uk

1. Have you ever used Brookes Bus service?

- Yes
- No

If you have answered 'No' please ignore this survey as it is only aimed at users of the Brookes Bus.

2. Are you a student at Oxford Brookes? If you are, what is your level of study?

- Yes, I am an Undergraduate Stage 1 (1st Year)
- Yes, I am an Undergraduate Stage 2 (Year 2+)
- Yes, I am a Postgraduate
- I am not a student at Oxford Brookes

3. How many times a week do you use the service?

- 1-2 times a week
- 3-5 times a week
- Almost every day

4. What's your evaluation of the service?

- Good
- Average
- Poor
- Depends on the time of the day / day of the week, please specify

5. If you have experienced any problems with the service, what was that to do with?

- Bus schedule
- Buses not arriving on time

- Driver's actions
- Pricing
- Other, please specify:

6. Please give a detailed explanation of the issues you faced?

7. Which of the following could improve your experience of the Brookes Bus?

- Availability of real-time service information on the main bus stops
- Changes in the timetabling according to my needs
- Yearly bus pass becoming optional with the 1st year accommodation
- Brookes Bus stopping outside the Students' Union at night
- None of the above

8. What other improvements would you like to see? Please be realistic with your suggestions.

9. Please submit your proposals for efficient timetabling below – please use as many examples as apply in the following format.

I would like the [U1 or U5] to run from [name of the stop] towards [name of the destination] at [time].

Thank you for your participation – please recommend this survey to a friend!

Appendix 2 – Answers to Q6

Q6. Please give a detailed explanation of the issues you faced?

Original grammar of the respondents is saved in the answers below:

1	the changing of the drivers took 30min and i got late for my lectures!! sometimes the buses came one after the other and many times they are not on time!!very irregular and poor service!!
2	Buses are late or infrequent. Sometimes a bus would not show up at all even though it was meant to according to the schedule
3	At times when students are undertaking exams, buses should do more frequent routes as the bus gets very full at times. Additionally buses should turn up whenever scheduled and not 30 mins later. Plus bus drivers should not leave bus stops before the scheduled time just because there is no more people on sight. On top of all that I think the Brookes Bus should be free of charge for all its students, I mean we're already paying quite a lot for just the tuition fees and since Oxford is very expensive, we pay even more on our accomadation.
4	Buses arriving early and then leaving before they were scheduled to
5	U5 is ALWAYS late and doesn't come down marston road often enough
6	The buses are very often late. I will accept this during rush hour, however they are very often late outside of rush hour. Also, not all of the buses go all the way over to Harcourt, which means that if the bus that does go to Harcourt is full, I have to wait half an hour for another bus.
7	don't shut doors in front of my face!
8	drivers shut the door in your face!!!!
9	Expensive, doesn't run on time, and usually drives past with "BUS FULL" on the front. If I want to get to lectures on time, I have to catch 3 buses before the one I SHOULD have to catch to be sure i'll get there. It's ridiculous. Last year at one point I waited for a Bus that never came, then the next one drove past "FULL", then the next one (the last one I could catch and make my lecture) did exactly the same. Result, I missed my lecture, something I am paying a large amount of money for. It should be the Unis responsibility to ensure that Students can actually get to the lectures they have paid for. Waiting for an hour at a bus stop and STILL not being able to get a bus is not reasonable to expect from us.
10	bus does not turn up, missed lectures, plus late bus is needed on a monday more than other nights of the week. also have a problem when student from gypsy lane take last bus to oxford when harcourt students its their only chance to get back , so we now just dont go to any nights at the main campus.
11	too expensive. Some drivrs are grumpy/rude
12	It drove off when I was running to the door
13	why pay extra pound after midnight?
14	shut doors in peoples faces take 10mins to have a fag when the bus is already running late buses are NEVER on time, end up waiting for over an hour sometimes

15	i was at harcourt and bus came slightly early couldnt run to it in time so left and had to wait another half an hour or so as the next bus was late. also i was at harcourt in line and too many students on the bus meant that some of us had to wait behind for the next one.
16	Never run on time and also not enough buses on route. If it's going to be for everybody, make sure at least having 2 buses running between 3 and 5 on each time slot so everyone can fit.
17	Constant headaches from radioplay and for the most part it was impossible to engage in the simple academic reading of a paper. Radioplay assisted growing environmental behaviour of loudspeak, or interrupted regular conversations. The busses themselves were mostly models of the type which generated a lot of engine noise internally. One feels weary entering a study environment after undergoing this audial bombardment. As a student with disabilities, I'm acutely aware of having no other option but to rely on this. Four busses to Harcourt Campus in the morning were very few and not sufficiently partitioned - arriving too early, early, just on time, or near the end of the lecture. The six busses to Wheatley in the morning was excessive. At certain times in the afternoon busses for Wheatley lecutres were filled, unable to and stops between Gipsy Lane and Wheatley in both directions were unable to pick up passengers at all. Irregularities occurred between the online timetables and the stops, some with outdated information. The drivers were generally amiable BUT never looked to the pavement to check for pedestrians who may be trying to use the service. Closed and banged doors regularly met and parted. Campus facilities and bus shelters generally are messy, uncomfortable and provide little shelter. Harcourt Hill Brookes Bus Stop made no accommodation for this, with no comfortable observation point nor warning system in place regarding the incoming bus.
18	bus left wheatly stop early, so i nearly ended up missing a flight at gatwick. busses are freequently late during the weekend, and have been 45 mins to an hour late occasionally.
19	Some drivers are real rally-drivers. Some bus are too often "teleporting" During the morning too much bus are full on U1, and you arrive late at school :/
20	a lot of times the buses are terribly late. Other times they are on time, so you never know what you're going to get
21	Being late for my lecture
22	Once I had to wait over an hour for the next bus as one had broken down in the city centre
23	the bus is rarely on time at weekends and sometimes doesn't turn up at all
24	the busses are always packed so that lots of people come late to their lectures because they cant get on! For non-students the price is ridicilously high!
25	A couple of times the bus is later than stated, however this could be due to the road works along Headington Hill. Also the buses are often cramped during the weekdays due to students and also members of the public using the service especially around 5.30, so a more frequent service at this time would be helpful.

26	It stops too frequently and spends ages at the bus stand. It is quite expensive, I often drive because it is more convenient, considerably cheaper (if destination parking is free) and more comfortable and convenient. The timetables of all bus services aren't integrated: you can wait 20 minutes for a bus, then an oxford bus company one arrives, then a stagecoach, then a brookes bus at the same time. This is not only annoying for passengers, but causes huge congestion problems as 3 busses at a stand meant for one blocks the whole road. Also it is ridiculous that the oxford tube busses depart more frequently than the brookes busses.
27	When waiting for buses at Headington they are often late in the afternoon.
28	Having to pay after 12 o'clock. Buses either leaving 5 minutes earlier than stated or arriving 10 minutes late. Buses do not run frequently.
29	i feel that the bus is a great resource but they are always full at peak times and are never at the stops on time. It is also a very expensive bus compared to the other local buses.
30	Bus is often late or fails to turn up at all. Prices for non Brookes students is fairly expensive.
31	Drivers have been rude at times and try to hurry students onto the bus after turning up late themselves. We usually wait around 10 minutes after the scheduled time for the bus to show up but have waited as long as 40 minutes.
32	buses not turning up, being very late, and only 2 an hour at weekends
33	Busses in the first few weeks rarely arrive on time and if they turn up they are often full - especially at Peak Times. around lunch times and mornings and late afternoons busses are also full after the 1st few weeks of semester.
34	The Driver was not being understanding
35	Buses often leave before they are meant to or arrive late, also when on my bike was nearly knocked over by a driver pulling out in front of me yet he clearly saw me
36	scheduled buses don't turn up; too few buses from headington hill; after 5pm frequent 1/2h plus waiting time
37	Numerous occasions, waited for at least 3 buses before could actually get on one because they are full. Sometimes these were extra buses but at other times they were the normal ones and I was late for lectures.
38	don't let them on
39	Buses are late or seem to leave too early from a stop as you will arrive with a minute or two to spare and it seems to have been and gone. Sometimes they just don't turn up at all. Terrible service. Not enough services between 0800 and 0900. Drivers drive too fast and brake harshly, which is uncomfortable for passengers. Expensive compared to Arriva service - single from Sandhills to Headington shops with Arriva £1, with Stagecoach £1.40

40	Bus times at the weekend are poor and i have to use other bus services instead. Buses are never on time, even before the Headington roadworks were in place. I have had many drivers who will not pick you up because they are late for their next stop. For instance, I commute to university and rely heavily on buses. When I have 5-7PM lectures and I have to wait 40minutes for a bus and then some drivers don't stop because I'm the only one at the bus stop (even though I'm desperately flagging them to stop) I then have to wait another half an hour to get into Oxford. I am disgusted at having to pay so much for a GoldRider bus pass, even with student discount this price is ridiculous. I'd be even more shocked at paying so much for a Brookes bus pass given the limited range and high pricing of it.
41	I live at Crescent hall and the buses are not very regular and come at awkward times for lectures, for example they arrive at 23 and 53 minutes past the hour so we have to arrive half an hour early or come in late for lectures. The bus has also been late a number of times, or even early and it doesn't wait for the specified time of arrival and can leave up to five minutes early, it is rarely on time.
42	Buses are hardly ever on time, if they are they are full - often when this is not the case; driver signals to stop but drives past. In a morning, from sandhills the times are 0841, 0845 and then 0905 - previous years had a bus at 0850/0855 - this would be better than 0905 as the majority of lectures start at 0900.
43	not enough buses are put on at busy times, if you get on the bus past the pullens lane stop you have no chance of getting a bus to get to wheatly for 9 or 1 o'clock. other times buses never run on time. £200 is a ridiculous amount to be paying for the service that is provided but i need to use to get to my lectures. massive profits must be made out of brookes bus when it should be a service provided to students to allow them to travel between campuses. never on time, either leave early or late. I have waited over 45mins for a u1 bus that is meant to be running every 15 mins. It is completely unacceptable
44	As already stated. Buses are late due to traffic or the driver having a fag. Drivers don't often let you on the bus when they waiting for the correct time to leave so we're left in the cold. Bus not frequent enough and we can't use other stage coach services to get to Uni. Why not? This would help with over crowding at peak times. We need more buses to Harcourt and for a later period. Students love to party and its expensive getting a taxi back. Safety bus is very unreliable.
45	Extremelly rude and unhelpful bus drivers
46	As I waited at Thornhill Park and Ride, I saw the Brookes U1 Bus and attempted to hail it. The driver didn't bother to look for me and just drove past me. Other students on the bus were even staring at me!!
47	I cannot get to wokr on time as i cannot be sure if the bus will even arrive in time! so i have to walk to make sure. Plus when a bus does arrive it is often too full or the queue to get on is too long! Need nore buses and ones that run on time!
48	More buses needed to go to Harcourt Hill
49	Like I said above buses never on time and are to infrequent.
50	I was waiting for the bus on a Sunday night and it was half an hour late.

51	Always running late and not enough buses on the busy Wheatley to Harcourt U1 route.
52	There was this day @ crescent hall bus stop the u5 going to headinton was late by 20mins. this is not the only time it has been late.
53	when youre lucky its all well and good,when it gets bad its horrid. Not too long ago i had to wait for 1 hour for a bus at the gipsy lane campus.I repeat the bus was 1 hour late from its due time.
54	there are way too many students going to wheatley for 9 in the morning, the uni should adjust lecture times so that some start at 9, 10 and 11, that would improve the chances of getting on the bus
55	one time a driver drove straight past me whilst waiting at a stop- i then had to wait another hour for a new one
56	waitin in the freezin cold waiting on a late bus...not happy
57	Bus not arriving on time then subsequently arriving full. Only one bus to Harcourt every half hour means i often arrive late to lectures even though I arrive early to the bus stop and wait for up to an hour.
58	This is my experience with the buses on Mondays in the first 2 weeks of this term. I was waiting for a bus to Wheatley at Headington Shops. There were 3 buses coming from Gipsy lane but full and so they wouldnt stop at Headington Shops (it's just 2nd bus stop from Gipsy Lane! - that's were the bus get completely packed!). There were about 30 students waiting for more then 45 mins. We were all late for 1 o'clock lectures. I was told that you were sending out extra buses in these first weeks. But it obviously wasn't enough. What really annoyed me was one of your bus drivers. I asked him to call the dispatcher, so he could perhaps send the next coming bus directly to Headington shops bus stop (or just make sure that the bus will have at least 30 places and take us all finally to Wheatley). But his reaction was that I have to leave the bus or he will call the dispatcher who will then call the POLICE!!!! He was so rude, saying that I'm rude! I suppose that his job is also to make sure that all students are taken to the campus. But he obviously didn't care about those LEFT BEHIND! And this was really disappointing. If drivers would give information to the dispatcher maybe your services would work better. So eventually, I had to ring the Stage Coach myself (twice) to send an empy bus to just our bus stop as there were 2 buses passing us and not stopping. Your staff was very helpful and we were all taken to Wheatley. This happended twice, in week 1 and 2. Since then I take a bus from Gipsy lane as I dont want to take the risk of being left behind and late. Ok, you can argue that I could take an early bus but I was at the bus stop 1 hour before my lecture! And the bus stop it's only 20 min from Wheatley. I believe that Stagecoach is doing it's best but perhaps better communication with the drivers - feedback would help to improve and be even better! Another suggestion is to better communicate with the university and see how many students are having lectures in Wheatley each day.. Thanks a lot. J
59	the u1 is far to busy and doesnt turn up
60	Bus not turning up at all sometimes. Bus refusing to stop at bus stops.

61	as above
62	The bus is often late (this is often convenient because it is scheduled to arrive at marston road 10 minutes before our lecture ends) However if the bus is ever early it does not wait so people miss it. The fact that the buses are every 30 minutes means that missing a bus can make the difference between arriving in time for lectures and being very late!
63	Buses scheduled to arrive but didn't
64	Not even one bus coming for 40-50 minutes in the morning during the week. When it finally arrives it is almost full. Very unreliable service when there's a great amount of people needing transport between campuses. Especially problematic when needing to go to Wheatley campus given the lack of alternatives.
65	Buses turning up very late or leaving early. Not enough U5 buses running, i'm forced to spend 90mins on 2 buses or pay for one.
66	Bus full ! Bus in late !
67	I wait at Headington shops for the u1 to Wheatley - it is ridiculous that the majority of the time buses are full when they reach the shops. The only way to avoid this is by getting a very early bus, and arriving up to an hour early, which I just don't have time for.
68	The U5/10 is regularly overloaded and yet runs half as frequently as the U1. Buses also regularly up to 20 minutes late. U10 Buses after 11PM are not timetabled.
69	I had waited almost an hour for a bus that should have come every half hour. in the end i had to use another bus (a green one) because i was now late having spend my own money despite having a yearly pass.Bottom of Form
70	Buses always being full, a possible solution is to have more buses running or build one more Brookes Bus, I am aware there is a very plush Brookes Bus, which I haven't seen running for a long time
71	Waiting an hour for a bus from town.
72	I get a bus to go to my lectures, oh wait, its full, so im going to be late. and not full of students!
73	Constantly late for lectures due to buses arriving late, constantly having to wait around an hour for a U1 to harcourt hill from Gipsy Lane due to the U1 Rail station buses and U1s full up with people only travelling to the city centre, when people needing to get home to Harcourt Hill are left waiting for the next one.
74	Sometimes the busses are delayed up to 15 minutes.
75	Buses running late or leaving before they are scheduled to
76	missing the start of lectures due to the bus being too full - the 4.03 from brookes uni to harcourt hill, which has always been late and never manages to get everyone on. meaning that those who have to go to harcourt for lectures have to wait for the 4.33 bus which by the time the bus gets there the 5pm lectures have already started.
77	Bus came too early. Left the bus stop 5 mins before. So I missed it.
78	Need more regular services

79	I take the U1 service from pullens lane to Wheatley and it is frequent for the buses to be full. We need more buses in the morning. I now take the 7h30 bus to Wheatley for a lecture starting at 9h00. I used to leave an hour before the start of my lecture but I kept arriving late. Another issue is how the queues are handled. I missed the 7h30 bus one morning but wasn't able to get on the 8h03 because the bus driver stopped before the bus stop so the back of the queue got on but I didn't.
80	I am on the U5 route and I live at Crescent Hall, this service is constantly late running and is generally always over-crowded.
81	U5 is barely ever on time on route. The U10 is a nightmare to get on a sunday..its quicker to walk then get that bus. The U1 route is the only route that seems properly serviced.
82	Over priced buses
83	Not enough spaces, especially at peak times - any stop after headington hill can be hit-or-miss with places.
84	buses not arriving on time, buses not frequent enough
85	You often have to miss a bus as its to busy at peak lectures times.. particulary to Wheatley which means you are late
86	Buses don't seem to arrive on time very often and also not enough buses are laid on at peak times
87	One driver in particular overshot the busstop so I had to run to get on the bus. When I got on he had a go at me saying he was late and I had to get a move on but he was the one who overshot the stop. He proceeded to be rude to everyone who got on who asked "Does this bus go to...?" and he replied "What does it say on the front of the bus?". Also this driver and another one drive up close behind other buses and cyclists in an intimidating manner and also stop and start the bus violently and abruptly with no consideration for standing passengers.
88	The driver stopped the bus at the clive booth halls stop and got out of the bus to have a cigarette. I felt this was highly inappropriate as we were on a main road and many passengers were made to wait 5-10 longer before they could get to Gipsy Lane campus
89	Tries to get to wheatley on the hour...but normally 10 minutes late.
90	Some buses simply do not arrive and some are 30 mins late
91	Normally, when you need to get the bus to Wheatley for 9am lectures there arent enough busses and so when one does go past its normally full.
92	Sometimes buses arrive a little early or late or two come at the same time instead of their individual scheduled times
93	Too expensive, too busy, never on time - especially in the morning.
94	some of them are just strange & grumpy, do wahtever they want: bus racing, fast turn when they are coming off Harcourt Hill, don't let people in when they can't be bother to open the door etc.
95	Passes v expensive and not good/any value over the whole range of oxford buses.
96	Buses running late and missing lectures

97	To go to Wheatley from Headington campus in the mornings, you need to be at the stop well in advance to ensure you get there on time. I've seen 2 buses come and go before I was able to get on one.
98	Poor customer service, rude drivers. buses regularly late and often overfull. unclear routes on the U1 service, not going all the way to Harcourt but stopping at the train station ect.
99	There are not enough U1's because its always busy
100	More than once the U1 to Wheatley showed "Bus Full" and refused to pick up from the minor stops on Headington Road/London Road, despite the fact the bus wasn't nearly full, and I could see empty seats on it as it drove past.
101	being late for lectures
102	Getting to my lecture at 1pm on Mondays at the Wheatley campus from the Headington bus stop is a nightmare. Sometimes I am at the bus stop at quarter top twelve and then three or four Brookes busses go straight past as they are all full. Ive been late for lectures numerous times none of which were my fault.
103	Being late for lectures because of overcrowded bus, meant waiting for the next one
104	Between 8 and 8:30 am there are only two buses scheduled to leave gipsy lane, therefore severe overcrowding is always an issue.
105	Drivers have turned me away for arriving as they leave even if they are leaving the stop before the time they are supposed to.
106	No bus from Botley to Marston Rd
107	I often have to wait up to half an hour for the right bus to arrive. The buses are often 10 or 15 minutes late.
108	Drivers do not leave on time as they decide to get out and use their phones whilst having a smoke. This can be a problem when you are trying to get somewhere at a specific time.
109	The bus stop opposite Gipsy Lane, going towards Wheatley is always full of people and when a bus runs late it makes it extremely hard to get on to the bus. At times the buses have had to leave because they couldnt fit everyone on. To make matters worse the next bus that was scheduled to arrive 15 minutes later, was 15 minutes late!
110	I drive a car usually, but use the bus to go into town centre. However, for the small distance the bus is too expensive, so i have resorted to driving into town. The bus pass is too expensive for those not in halls, given the choice, i would rather spend 200 pounds on road tax than a bus pass (especially as the bus pass does not cover all services in the city).
111	none, but i would like to praise the drivers, i use a wheelchair and all the drivers have been fab so far.
112	I have been late for lectures because the U1 to Wheatley from Headington has been too full. I was early enough to have two attempts to board a bus but both times I was unable to get on.

113	The buses are once every half an hour, if late we miss beginning of lectures etc. The buses are frequently 10-20 minutes late. Usually around 10 waiting in cold wet weather is not a favourite pass time of ours. One bus driver got off had a cigarette and then didn't even take us so we had to wait for a second bus. I witnessed another be rude to a passenger. Sometimes they stop at bus stops for up to 5 minutes for what appears to be no reason. In general I have no problems with the drivers and I am quite aware traffic and others factors will contribute to them being late.
114	Bus has been about 10/15 minutes late a couple of times.
115	On Headly way, there are bus stops where it says the U5 will stop at 06 and 36 mins past each hour. I have waited for over an hour on two occasions and none came. As I now walk up this long road every day, i look out and have not seen a u5. looking at the bus timetable, it says that the U5 goes down headly way and round the housing esates. In which case, why are there bus stops heading UP headly way if the buses dont run that way? And if i am mistaken and they do go up the hill, why dont they?
116	Since it takes well over an hour in the morning to get from harcourt hill to wheatley campus it is essential for my timetable that the bus arrives consistently at 8:40 and 7:35
117	full buses
118	the U1 to wheately at 8:03am is regularly late due to the building works in town. but even when the bus arrives, it can be too full to get on and then you have to wait for the next bus - not good if you have a 9am lecture
119	please see answers above
120	drivers don't seem to want to get you to uni in the quickest time possible, busses arrive late all the time, which leads to an overcrowded bus, they dont arrive as frequently as they should
121	The buses are never on time!
122	bus have turned up half an hour late, extra buses that were put on never turned up! disapointing how little buses you can use pass on
123	Buses particularly around 8ish just dont turn up and buses should be more regular to Harcourt Hill and not just run half way from headington to the rail station, why not just continue the run to harcourt?
124	too crowded, not enough seats, have to wait for next bus and possibly bus after that - be late for lectures
125	The buses are consistently late, sometimes upwards of half an hour. The only bus that I have ever caught on time since starting at Brookes is the morning bus that gets me to Harcourt Hill within five minutes of my class start. Any other bus I've had to wait at least five minutes more for it than the schedule states.
126	never enough buses on, and i think that having to wait for bus number 3 to come along as the other 2 were full and then paying a stupid price for a ticket is extoriantate.
127	When you want to go to Wheatly Campus about 8am than and you want to get on the bus at Headington shops you nearly have to wait 30min to get on a bus because all the busses are full
128	buses are often full or often cannot take everyone at the bus stop, the buses do not run often enough at peak times and are

	very often late,
129	See answers for Q4 & 5
130	the busses dont arrive when they are supposed to and it is difficult to get to harcourt hill as only 2 of the four busses in each hour go to the campus, meaning alot of students are either late for their lectures, orend up at the train station and have to wait for the next bus
131	The bus comes either early or late, rarely on time
132	Timing to get to headington for 9'o clokc lectures, had to leave at 7.55. - 8.15/8.20 would have got me there on time
133	Buses Often Late
134	and why stop on the bypass for one person which then means that the bus cant pull out again for 5 minutes.
135	The buses are lte, and if they are late to a certain extent they will wait around and take the place of the next service
136	busses being too late, and not as often as stated in the timetable
137	this was 3 years ago and im not sure if its been fixed yet but i used to have a lectuer that finnished at wheatley at 8pm and there was no u5 directly back to crescent, and the u1 went as far as gipsy lane then i had to wait about 1 hr for a bus to crescent.
138	At peak times even with the extra buses there still isn't quite enough space.
139	Buses are too full so cannot pick up passengers.
140	The buses are always late.
141	The bus is every half hour? Never seem to be many brookes buses when i'm standing at a bus stop. Don't have a brookes bus pass so doesn't really make any difference if i get on a brookes bus or a normal bus. As a student I would like to have a student fare instead of paying normal rates - what's the point of having a brookes bus if its less frequent and costs the same as a normal bus???
142	Busses seem to be either late or full. I also think the bus pass for the year is getting very expensive, though if you do use the bus regularly it is cheaper than paying each time.
143	between 9 and 10am on a monday in week 1 buses from 9 - 9.30 were full then 2 didn't come and I just about squeezed on at 10am one, but I was late for my 10am lecture
144	Waited at 9am for an hour at Sandhills stop to go to Wheatley. Two full buses passed and ended up late for lectures getting in at 10:20am.
145	Never on time in rush hours. Every single morning the bus is late with at least 15 mins.
146	By Headington shops the buses are too full with Freshers. Can't get on them easilly
147	Sometimes the buses are late, not their fault though - traffic problems.
148	Late most of the time
149	Busses are frequently late, however due to the traffic and roadworks in Oxford this is unavoidable, the live departure boards are very useful, there should be one on the queens street stop

150	Often one bus will leave a couple minutes early and then the next bus can be up to 15 mins late. this is especially an issue when only half of the U1 busses go to harcourt hill despite a large amount of students studying there.
151	Buses late due to student sloth